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Exam Objectives Tracking for MCSE Certification Exam #70-215: Installing, Configuring, Administering Windows 2000® Server*

Installing Windows 2000 Server

Objective	Chapter: Section
Perform an attended installation of Windows 2000.	Chapter 1: Planning a Network Model, File System Compatibility Chapter 2: (all sections on hardware selection) Chapter 3: Network Driver Specifications, Communications Protocols, Protocol Binding Order, Planning a Network **Chapter 5: (all of the chapter)**
Perform an unattended installation of Windows 2000 Server. ♦ Create unattended answer files by using Setup Manager to automate the installation of Windows 2000 Server. ♦ Create and configure automated methods for installation of Windows 2000.	Chapter 5: Installation Options, (see particularly the sub-section, **Unattended Installation**) Stepping Through an Installation, Testing the New Server, Creating an Emergency Repair Disk, Troubleshooting Installation Problems, Installing Service Packs
Upgrade a server from Microsoft Windows NT 4.0.	Chapter 1: New Features Introduced in Windows 2000 Server, File System Compatibility (NTFS) Chapter 3: Network Driver Specifications, Communications Protocols Chapter 4: Defining the Active Directory, Elements in the Active Directory Chapter 5: Making Decisions Before Starting, Installation Options, **Upgrading a Windows NT 4.0 Server and Domain** Chapter 7: Basic and Dynamic Disks Chapter 8: Configuring Client Operating Systems Chapter 9: Managing Server Resources and Security Through Groups Chapter 10: Configuring and Using the Distributed File System Chapter 12: Using Microsoft Remote Access Services (Implementing Remote Access Protocols)

*Primary references are highlighted in bold

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Objective	Chapter: Section
Deploy service packs.	Chapter 5: **Installing Service Packs** Chapter 10: Configuring and Using the Distributed File System (for Windows NT 4.0 in mixed mode situations)
Troubleshoot failed installations.	Chapter 5: Installation Preparations, Server Hardware Components, Making Decisions Before Starting, Testing the New Server, Creating an Emergency Repair Disk, **Troubleshooting Installation Problems**, Uninstalling Windows 2000 Server Chapter 12: Troubleshooting RAS and VPN Installations Chapter 13: Microsoft Internet Information Services (Troubleshooting a Web Server), Installing Microsoft DHCP (Troubleshooting DHCP), Connecting Through Terminal Services (Troubleshooting Terminal Services) Chapter 16: Using the Event Viewer to Troubleshoot Problems, Troubleshooting Configuration Problems, Resolving Boot Problems

INSTALLING, CONFIGURING, AND TROUBLESHOOTING ACCESS TO RESOURCES

Objective	Chapter: Section
Install and configure network services for interoperability.	Chapter 3: Network Driver Specifications, Communications Protocols, Planning a Network Chapter 5: Stepping Through an Installation (Part 2) Chapter 6: **Configuring the Server Environment (Configuring Protocols)** Chapter 8: Configuring Client Operating Systems, Using Remote Installation Services Chapter 10: Configuring and Using the Distributed File System Chapter 11: Configuring RAS, Configuring VPN **Chapter 13: (all sections of the chapter** – covers IIS, FTP, Media Services, DNS, WINS, DHCP, Terminal Services, Telnet Server, and NetWare Gateway) Chapter 16: Using the Event Viewer to Troubleshoot Problems, Troubleshooting Configuration Problems, Troubleshooting Client, Server, and Network Connectivity Problems
Monitor, configure, troubleshoot and control access to printers.	Chapter 4: Security Basics, Using Groups Chapter 6: Control Panel Overview Chapter 8: Configuring Client Operating Systems Chapter 9: Managing Objects and Object Security **Chapter 11: (all sections of the chapter)** Chapter 12: Troubleshooting RAS and VPN Installations (Monitoring User Connections)

Objective	Chapter: Section
Monitor, configure, troubleshoot and control access to printers. (continued)	Chapter 13: Installing a NetWare Gateway
	Chapter 14: Monitoring the Server (Using Windows 2000 Server Services, Monitoring Server Services, and Monitoring Logged-on Users and Resource Use) Monitoring Applications with Task Manager
	Chapter 16: **Troubleshooting Network Printing Problems**
Monitor, configure, troubleshoot and control access to files, folders, shared folders. ♦ Configure, manage, and troubleshoot a stand-alone Distributed file system (Dfs). ♦ Configure, manage, and troubleshoot a domain-based Distributed file system (Dfs). ♦ Monitor, configure, trouble-shoot, and control local security on files and folders. ♦ Monitor, configure, trouble-shoot, and control access to files and folders in a shared folder. ♦ Monitor, configure, trouble-shoot, and control access to files and folders via Web services.	Chapter 1: Planning a Network Model, Sharing Resources, File System Compatibility Chapter 4: **Security Basics, Using Groups**, IP Security Policies Chapter 6: Control Panel Overview, Configuring the Server Environment Chapter 8: Configuring Client Operating Systems Chapter 9: (all sections of the chapter) Chapter 10: Configuring and Using the Distributed File System, Publishing a Shared Folder, Configuring Disk Quotas, Installing and Managing Software, Setting Up and Using the License Manager Chapter 12: Using Microsoft Remote Access Services, Configuring RAS, Configuring VPN, Troubleshooting RAS and VPN Installations (Monitoring User Connections) Chapter 13: Microsoft Internet Information Services, Installing Windows Media Services, Connecting through Terminal Services, Configuring a Telnet Server, Installing a NetWare Gateway Chapter 14: (all sections of the chapter) Chapter 15 (all sections of the chapter) Chapter 16: **Troubleshooting Security and Access Problems**
Monitor, configure, control, and troubleshoot access to Web sites.	Chapter 4: Security Basics Chapter 5: Stepping Through an Installation Chapter 9: Managing Objects and Object Security Chapter 10: Configuring and Using the Distributed File System (see Web server load balancing) Chapter 11: An Overview of Windows 2000 Printing (How Internet Printing Works), Configuring Local and Shared Printers After Installation **(Configuring a Non-Local or an Internet Printer)** Chapter 13: **Microsoft Internet Information Services, Installing Windows Media Services**, Installing DNS Server, Installing Microsoft WINS, Installing DHCP, Configuring a Telnet Server Chapter 14: Monitoring the Server, Monitoring Applications with Task Manager, Using the System Monitor Chapter 15: (all sections, but particularly see **Using System Monitor for Network Monitoring – Monitoring Web and FTP Services, Monitoring SMTP Services**) Chapter 16: Troubleshooting Configuration Problems, Troubleshooting Client, Server, and Network Connectivity Problems, Troubleshooting Security and Access Problems

CONFIGURING AND TROUBLESHOOTING HARDWARE DEVICES AND DRIVERS

Objective	Chapter: Section
Configure hardware devices.	**Chapter 2: (all sections)** Chapter 3: Basic Network Concepts Chapter 5: Stepping Through an Installation Chapter 6: **Control Panel Overview, Configuring the Server Environment, Managing Devices and Resources** Chapter 7: (all of the chapter for configuring disks, tape systems and UPSs) Chapter 10: Using the Registry to Configure the Operating System Setup and Software Chapter 11: Installing Local and Shared Printers, Managing Print Jobs (Moving Print Jobs) Chapter 12: How Remote Access Works, How Virtual Private Networks Work, Using Microsoft Remote Communication Devices, Configuring RAS (Configuring Multilink and Bandwidth Allocation Protocol, Configuring Dial-up Connections for a RAS Server, Configuring Clients to Connect to RAS through Dial-up Access), Configuring a VPN (Creating a Network Connection to the ISP and Configure the Number of Ports), Troubleshooting RAS and VPN Installations (Hardware Solutions) Chapter 16: Using the Event Viewer to Troubleshoot Problems, Troubleshooting Configuration Problems, Troubleshooting Client Server, and Network Connectivity Problems, Resolving Boot Problems
Configure driver signing options.	Chapter 6: Configuring the Server Environment (see **Configuring Driver Signing**)
Update device drivers.	Chapter 2: Choosing NICs Chapter 6: **Control Panel Overview**, **Configuring the Server Environment**, **Managing Devices and Resources** Chapter 10: Using the Registry to Configure the Operating System Setup and Software Chapter 11: An Overview of Windows 2000 Printing (refer to printer drivers), Installing Local and Shared Printers, Configuring Local and Shared Printers After Installation (Sharing Printers) Chapter 12: Using Microsoft Remote Access Services (refer to Universal Modem Driver and TAPI) Chapter 15: Using Network Monitor Driver, Using SNMP Service Chapter 16: **Troubleshooting Configuration Problems, Troubleshooting Client, Server, and Network Connectivity Problems**
Troubleshoot problems with hardware.	Chapter 2 (all sections) Chapter 5: Server Hardware Components, **Troubleshooting Installation Problems** Chapter 6: **Control Panel Overview**, **Configuring the Server Environment**, **Managing Devices and Resources**

Objective	Chapter: Section
Troubleshoot problems with hardware. (continued)	Chapter 10: Using the Registry to Configure the Operating System Setup and Software Chapter 11: Managing Print Jobs, Solving a Common Printing Problem Chapter 12: Troubleshooting RAS and VPN Connections (Hardware Solutions) Chapter 13: Microsoft Internet Information Services (Troubleshooting a Web Server), Installing Microsoft DHCP (Troubleshooting DHCP), Connecting through Terminal Services (Troubleshooting Terminal Services) Chapter 14: (all sections of the chapter, but see in particular Using the System Monitor and Using Performance Logs and Alerts) Chapter 15: (all sections of the chapter for server, NIC, and network device problems) Chapter 16: **Develop a Problem-Solving Strategy**, **Using the Event Viewer to Troubleshoot Problems**, **Troubleshooting Configuration Problems**, **Troubleshooting Client**, **Server, and Network Connectivity Problems**, **Resolving Boot Problems**, **Restoring a Failed System Volume**

MANAGING, MONITORING, AND OPTIMIZING SYSTEM PERFORMANCE, RELIABILITY, AND AVAILABILITY

Objective	Chapter: Section
Monitor and optimize usage of system resources.	Chapter 2: Disk Storage Chapter 3: Protocol Binding Order Chapter 6: Configuring the Server Environment Chapter 10: Configuring and Using the Distributed File System (refer to load balancing), Setting Up and Using the License Manager Chapter 12: Troubleshooting RAS and VPN Installations (Monitoring User Connections) Chapter 13: Connecting through Terminal Services (Monitoring Terminal Services) **Chapter 14: (all sections of the chapter)** Chapter 15: (all sections of the chapter)
Manage processes. ♦ Set priorities and start and stop processes.	Chapter 1: Windows 2000 Server Capabilities Chapter 4: Security Basics Chapter 6: Configuring the Server Environment Chapter 9: Managing Objects and Object Security Chapter 10: Configuring and Using the Distributed File System (Configuring the File Replication Service), Setting Up and Using the License Manager

Objective	Chapter: Section
Manage processes. ♦ Set priorities and start and stop processes. (continued)	Chapter 11: Managing Print Jobs, Solving a Common Printing Problem Chapter 13: Microsoft Internet Information Services (Troubleshooting a Web Server), Installing Microsoft DHCP (Troubleshooting DHCP), Connecting through Terminal Services (Troubleshooting Terminal Services) Chapter 14: Monitoring the Server (Monitoring Logged-on Users and Resource Use), **Monitoring Applications with Task Manager**, **Using System Monitor**
Optimize disk performance.	Chapter 2: **Disk Storage, Disk Storage Fault Tolerance**, **Selecting Disk Storage Fault Tolerance**, Software RAID Compared to Hardware RAID Chapter 5: Making Decisions Before Starting Chapter 7: Basic and Dynamic Disks, **Disk Performance and Repair** Chapter 10: Configuring and Using the Distributed File System (refer to Dfs load balancing) Chapter 14: Using the System Monitor (see in particular **Disk Performance and Disk Tuning**, **Monitoring File System Cache**) Chapter 16: Using the Event Viewer to Troubleshoot Problems, Troubleshooting Configuration Problems, Resolving Boot Problems
Manage and optimize availability of system state data and user data.	Chapter 1: Fault Tolerance, Security, File System Compatibility Chapter 2: **Disk Storage**, **Disk Storage Fault Tolerance**, **Selecting Disk Storage Fault Tolerance**, **Software RAID Compared to Hardware RAID**, **Backup Media**, **Choosing a CD-ROM Drive** Chapter 4: (all of the chapter) Chapter 7: **Basic and Dynamic Disks**, **Disk Performance and Repair**, **Mounting a Drive**, **Managing Removable Storage**, **Disk Security Through Backup**, **Performing a Restore**, **Configuring for Performance**, **UPS Fault Tolerance** Chapter 9: Managing Server Resources and Security Through Groups, Managing Objects and Object Security, Troubleshooting a Security Conflict, Moving and Copying Files and Folders Chapter 10: (all sections of the chapter) Chapter 12: (all sections of the chapter) Chapter 14: (all sections of the chapter) Chapter 15: (all sections of the chapter) Chapter 16: Using the Event Viewer to Troubleshoot Problems, **Resolving Boot Problems**, **Backing Up and Restoring System State Data**, **Restoring a Failed System Volume**

Objective	Chapter: Section
Recover systems and user data. ♦ Recover systems and user data by using Windows Backup. ♦ Troubleshoot system restoration by using Safe Mode. ♦ Recover systems and user data by using the Recovery Console.	Chapter 2: Disk Storage Fault Tolerance, Selecting Disk Storage Fault Tolerance, Software RAID Compared to Hardware RAID, Backup Media Chapter 7: Basic and Dynamic Disks, Disk Performance and Repair, Managing Removable Storage, **Disk Security Through Backup**, **Performing a Restore**, UPS Fault Tolerance Chapter 10: Configuring and Using the Distributed File System (refer to Dfs fault tolerance) Chapter 16: **Resolving Boot Problems (covers Safe Mode**, **ERD**, **and Recovery Console**), **Backing Up and Restoring System State Data**, **Restoring a Failed System Volume**

MANAGING, CONFIGURING, AND TROUBLESHOOTING STORAGE USE

Objective	Chapter: Section
Configure and manage user profiles.	Chapter 8: **Creating and Managing Accounts, Customizing Client Access with Profiles**
Monitor, configure and troubleshoot disks and volumes.	Chapter 1: Fault Tolerance Chapter 2: Disk Storage, Disk Storage Fault Tolerance, Selecting Disk Storage Fault Tolerance, Software RAID Compared to Hardware RAID, Backup Media Chapter 5: Troubleshooting Installation Problems Chapter 7: (all of the chapter) Chapter 14: **Using System Monitor**, Using Performance Logs and Alerts Chapter 16: **Resolving Boot Problems**, **Restoring a Failed System Volume**
Configure data compression.	Chapter 1: File System Compatibility Chapter 6: Control Panel Overview (Phone & Modem Options and Sounds and Multimedia) Chapter 9: Managing Objects and Object Security (**Configuring Attributes and Configuring Permissions**)
Monitor and configure disk quotas.	Chapter 1: File System Compatibility Chapter 10: **Configuring Disk Quotas**
Recover from disk failures.	Chapter 1: Fault Tolerance, File System Compatibility Chapter 2: **Disk Storage Fault Tolerance**, **Selecting Disk Storage Fault Tolerance**, **Software RAID Compared to Hardware RAID**, **Backup Media** Chapter 7: **Basic and Dynamic Disks**, **Disk Performance and Repair**, **Disk Security Through Backup**, **Performing a Restore** Chapter 10: Configuring and Using the Distributed File System Chapter 16: **Resolving Boot Problems, Backing Up and Restoring System State Data, Restoring a Failed System Volume**

CONFIGURING AND TROUBLESHOOTING WINDOWS 2000 NETWORK CONNECTIONS

Objective	Chapter: Section
Install, configure and trouble-shoot shared access.	Chapter 1: Planning a Network Model, Windows 2000 Server Capabilities, Security Chapter 3: Protocol Binding Order, Planning a Network **Chapter 4: (all of the chapter)** Chapter 6: Control Panel Overview, Managing Devices and Resources Chapter 9: **Managing Server Resources and Security Through Groups**, **Managing Objects and Security**, **Troubleshooting a Security Conflict** Chapter 10: **Configuring and Using the Distributed File System**, **Publishing a Shared Folder**, Setting Up and Using the License Manager Chapter 11: Installing Local and Shared Printers After Installation, **Solving a Common Printing Problem** **Chapter 12: (all sections of the chapter)** **Chapter 13: (all sections impact shared access)** Chapter 14: Using System Monitor **Chapter 15: (all sections of the chapter in regard to trou-bleshooting network connectivity)** Chapter 16: **Troubleshooting Configuration Problems**, **Troubleshooting Client, Server, and Network Connectivity Problems**, **Troubleshooting Network Printing Problems**, **Troubleshooting Security and Access Problems**
Install, configure and trouble-shoot a virtual private network (VPN).	Chapter 12: How Virtual Private Networks Work, Configuring a VPN, Using Microsoft Remote Access Services, Troubleshooting RAS and VPN Connections Chapter 16: **Troubleshooting Configuration Problems**, **Troubleshooting Client, Server, and Network Connectivity Problems**, **Troubleshooting Security and Access Problems**
Install, configure and trouble-shoot network protocols.	**Chapter 3: (all of the chapter)** Chapter 5: Making Decisions Before Starting (Protocol Selection), Stepping Through an Installation (Part 2), Troubleshooting Installation Problems Chapter 6: Control Panel Overview (Network and Dial-up Connections), **Configuring the Server Environment** Chapter 11: An Overview of Windows 2000 Printing (How Internet Printing Works and Windows Print Monitors), Configuring Local and Shared Printers After Installation (Configuring a Printer by Identifying Its IP and MAC Addresses

Objective	Chapter: Section
Install, configure and trouble-shoot network protocols. (continued)	Chapter 12: Using Microsoft Remote Access Services **(Implementing Remote Access Protocols)**, Configuring RAS (main section, **Configuring Multilink and Bandwidth Allocation Protocol**, Configuring Security and RAS Options Through a RAS Policy and Profile, and Configuring Clients to Connect to RAS through Dial-up Access), Configuring a VPN (Installing a VPN Server), Troubleshooting RAS and VPN Installations (Software Solutions) Chapter 13: Microsoft Internet Information Services, Installing Microsoft DNS Server, Installing Microsoft WINS, Installing Microsoft DHCP, Connecting through Terminal Services, Configuring Telnet Server, Installing a NetWare Gateway Chapter 15: (all sections of the chapter in regard to trou-bleshooting and tuning) Chapter 16: Using the Event Viewer to Troubleshoot Problems, Troubleshooting Configuration Problems, **Troubleshooting Client**, **Server**, **and Network Connectivity Problems**
Install and configure network services.	Chapter 3: (all of the chapter) Chapter 5: Installation Options, Stepping Through an Installation (Part 2) Chapter 6: Control Panel Overview, Configuring the Server Environment Chapter 11: Configuring Local and Shared Printers After Installation (Configuring a Printer by Identifying Its IP and MAC Addresses) **Chapter 12: (all sections of the chapter)** **Chapter 13: (all sections of the chapter)** Chapter 15: Network Monitoring, Windows 2000 Server Network Monitoring, Using the Network Monitor Driver, Using Network Monitor, **Using SNMP Service** Chapter 16: Using the Event Viewer to Troubleshoot Problems
Configure, monitor and trouble-shoot remote access. ♦ Configure inbound connections. ♦ Create a remote access policy. ♦ Configure a remote access profile.	Chapter 8: Creating and Managing Accounts **Chapter 12: (all sections of the chapter)** Chapter 14: Using System Monitor Chapter 15: **Using Network Monitor (on RAS connections)**, Using SNMP Service Chapter 16: Using Event Viewer to Troubleshoot Problems
Install, configure, monitor, and troubleshoot Terminal Services. ♦ Remotely administer servers by using Terminal Services. ♦ Configure Terminal Services for application sharing. ♦ Configure applications for use with Terminal Services.	Chapter 8: Creating and Managing Accounts Chapter 13: **Connecting through Terminal Services (all subsections)** Chapter 14: Using System Monitor (see in particular **Monitoring Terminal Services**) Chapter 16: Using the Event Viewer to Troubleshoot Problems, Troubleshooting Client, Server, and Network Connectivity Problems

Objective	Chapter: Section
Configure the properties of a connection.	Chapter 3: **Network Driver Specifications**, **Communication Protocols**, **Protocol Binding Order**, Planning a Network Chapter 5: Stepping Through an Installation, Troubleshooting an Installation Chapter 6: **Configuring the Server Environment (Configuring Protocols)**, **Managing Devices and Resources** Chapter 11: Installing Local and Shared Printers, Configuring Local and Shared Printers After Installation Chapter 12: How Remote Access Works, How Virtual Private Networks Work, Using Microsoft Remote Access Services, **Configuring RAS (Configuring Multilink and Bandwidth Allocation Protocol**, **Configuring a Dial-up Connection for a RAS Server**, **and Configuring Clients to Connect to RAS through Dial-up Access)**, Configuring a **VPN (Configuring VPN Server Properties**, **a VPN Policy**, **and a VPN Profile**, **Configuring the Number of Ports)**, **Troubleshooting RAS and VPN Installations** Chapter 13: **Microsoft Internet Information Services (Configuring IP and Domain Security Access for Intranets/VPNs)**, **Installing Microsoft DHCP**, **Connecting through Terminal Services**, **Configuring a Telnet Server**, **Installing a NetWare Gateway** Chapter 14: Using System Monitor Chapter 16: Troubleshooting Configuration Problems, Troubleshooting Client, Server, and Network Connectivity Problems
Install, configure, and trouble-shoot network adapters and drivers.	Chapter 2: **Choosing NICs** Chapter 3: Basic Network Concepts Chapter 5: Server Hardware Components, **Control Panel Overview**, Making Decisions Before Starting, Stepping Through an Installation, and Troubleshooting an Installation Chapter 6: **(Add/Remove Hardware) Configuring Driver Signing**, **Configuring the Server Environment**, **Managing Devices and Resources** Chapter 13: Connecting through Terminal Services (Configuring Terminal Services) Chapter 14: Using System Monitor Chapter 15: Network Monitoring, Windows 2000 Server Network Monitoring, Using the Network Monitor Driver, Using Network Monitor, **Using System Monitor for Network Monitoring**, **Network Tuning Tips** Chapter 16: **Using the Event Viewer to Troubleshoot Problems**, **Troubleshooting Client**, **Server**, **and Network Connectivity Problems (see in particular the section, NIC Broadcast Problems)**

IMPLEMENTING, MONITORING, AND TROUBLESHOOTING SECURITY

Objective	Chapter: Section
Encrypt data on a hard disk by using Encrypting File System (EFS).	Chapter 1: File System Compatibility Chapter 9: **Managing Objects and Object Security (particularly see Configuring Attributes)**
Implement, configure, manage and troubleshoot policies in a Windows 2000 environment. ♦ Implement, configure, manage and troubleshoot Local Policy in a Windows 2000 environment. ♦ Implement, configure, manage and troubleshoot System Policy in a Windows 2000 environment	Chapter 4: **Using Groups, IP Security Policies** Chapter 5: Upgrading a Windows NT4 Server and Domain Chapter 8: **Establishing Account Policies**, **Creating and Managing Accounts**, Configuring Client Operating Systems, Using Remote Installation Services Chapter 9: **Managing Objects and Object Security** Chapter 10: Configuring and Using the Distributed File System (Adding Dfs Root and Link Replicas) Chapter 11: Configuring Local and Shared Printers After Installation (Sharing Printers and Configuring Security) Chapter 12: Configuring RAS (Configuring Security and RAS Options through a RAS Policy and Profile), Configuring VPN (Configuring VPN Server Properties, a VPN Policy, and a VPN Profile) Chapter 16: Using the Event Viewer to Troubleshoot Problems, **Troubleshooting Security and Access Problems (Troubleshooting Security Using the System Security and Analysis Tool)**
Implement, configure, manage and troubleshoot auditing.	Chapter 4: Using Groups Chapter 8: **Creating and Managing Accounts** Chapter 9: **Managing Objects and Object Security** Chapter 10: Configuring and Using the Distributed File System (Adding and Removing a Dfs Link, Configuring Security) and Using the Registry to Configure the Operating system Setup and Software Chapter 11: Configuring Local and Shared Printers After Installation (Configuring Security) Chapter 16: **Using the Event Viewer to Troubleshoot Problems**, **Troubleshooting Security and Access Problems**
Implement, configure, manage and troubleshoot local accounts.	Chapter 4: Defining the Active Directory, Elements in the Active Directory, Security Basics, Using Groups Chapter 8: **Setting Up Account Naming Conventions**, **Establishing Account Policies**, **Creating and Managing Accounts**, **Customizing Client Access with Profiles** Chapter 9: Managing Server Resources and Security Through Groups

Objective	Chapter: Section
Implement, configure, manage and troubleshoot local accounts. (continued)	Chapter 12: Configuring RAS (Configuring Security and RAS Options through a RAS Policy and Profile), Configuring VPN (Configuring VPN Server Properties, a VPN Policy, and a VPN Profile), Troubleshooting RAS and VPN Installations (Software Solutions) Chapter 13: Installing a NetWare Gateway Chapter 16: Using the Event Viewer to Troubleshoot Problems, **Troubleshooting Security and Access Problems**
Implement, configure, manage and troubleshoot Account Policy.	Chapter 4: Using Groups Chapter 8: **Establishing Account Policies**, **Creating and Managing Accounts**, **Configuring Client Operating Systems** Chapter 16: **Troubleshooting Security and Access Problems**
Implement, configure manage, and troubleshoot security by using the Security Configuration Tool Set.	Chapter 4: Using Groups Chapter 11: Configuring Local and Shared Printers After Installation (see Configuring Security) Chapter 16: **Troubleshooting Security and Access Problems (see particularly Troubleshooting Security Using the System Security and Analysis Tool)**